

# INTERPERSONAL COMMUNICATION INVENTORY

Being an effective communicator seems to be based on five interpersonal components: (1) an adequate self-concept, the single most important factor affecting people's communication with others; (2) the ability to be a good listener, a skill which has received little attention until recently; (3) the skill of expressing one's thoughts and ideas clearly—which many people find difficult to do; (4) being able to cope with one's emotions, particularly angry feelings, and expressing them in a constructive way; and (5) the willingness to disclose oneself to others truthfully and freely. Such self-disclosure is necessary for satisfactory interpersonal relationships. (See the "Self-Disclosure Questionnaire" by Sidney M. Jourard also in the 1974 *Annual*.)

In recent years, several research techniques and devices have been developed in a number of areas involving the study of interpersonal communication: marriage counseling, parent-child counseling, group therapy, and small-group communication.

The "Interpersonal Communication Inventory" (ICI) is applicable generally to social interaction in a wide variety of situations. It is an attempt to measure general tendencies in interpersonal communication and it may be used as a counseling tool, as a teaching device, as a supplement to an interview, by management, or for further research.

A 54-item scale measures the process of communication as an element of social interaction; it is not intended to measure content but to

identify patterns, characteristics, and styles of communication.

The items included were drawn from a review of the literature in the field and from the author's counseling experience and his work on related communication scales.

The instrument is probably best suited for individuals of high school age or older. It can be adapted to either sex and any marital status.

Items in the ICI are designed to sample the dimensions of self-concept, listening, clarity of expression, difficulties in coping with angry feelings, and self-disclosure.

This instrument is closely linked to Dr. Myron R. Chartier's article, "Five Components Contributing to Effective Interpersonal Communications," which appears in the Lecturettes section of this *Annual*. The lecturette discusses and develops aspects of the "Interpersonal Communication Inventory."

Engaged in on-going research, the author would like to collaborate with others using the ICI. He has also developed a guide to the ICI which may be obtained from him upon request.

## REFERENCES

- Bienvu, M. J., Sr. Measurement of parent-adolescent communication. *The Family Coordinator*, 1969, 18, 117-121.
- Bienvu, M. J., Sr. Measurement of marital communication. *The Family Coordinator*, 1970, 19, 26-31. (a)
- Bienvu, M. J., Sr. Parent-adolescent communication and self-esteem. *Journal of Home Economics*, 1970, 62, 344-345. (b)
- Bienvu, M. J., Sr. An interpersonal communication inventory. *The Journal of Communication*, 1971, 21 (4), 381-388.

# INTERPERSONAL COMMUNICATION INVENTORY

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This inventory offers you an opportunity to make an objective study of the degree and patterns of communication in your interpersonal relationships. It will enable you to better understand how you present and use yourself in communicating with persons in your daily contacts and activities. You will find it both interesting and helpful to make this study.

## Directions

- The questions refer to persons *other than your family members or relatives*.
- Please answer each question as quickly as you can according to the way you feel *at the moment* (not the way you usually feel or felt last week).
- Please do not consult anyone while completing this inventory. You may discuss it with someone after you have completed it. Remember that the value of this form will be lost if you change *any* answer during or after this discussion.
- Honest answers are very necessary. Please be as frank as possible, since your answers are confidential.
- Use the following examples for practice. Put a check (✓) in *one* of the three blanks on the right to show how the question applies to your situation.

	Yes (usually)	No (seldom)	Some- times
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Is it easy for you to express your views to others? \_\_\_\_\_

Do others listen to your point of view? \_\_\_\_\_

- The **Yes** column is to be used when the question can be answered as happening *most of the time* or usually. The **No** column is to be used when the question can be answered as *seldom* or *never*.

The **Sometimes** column should be marked when you definitely cannot answer **Yes** or **No**. Use *this column as little as possible*.

- Read each question carefully. If you cannot give the exact answer to a question, answer the best you can but be sure to answer each one. There are no right or wrong answers. Answer according to the way you feel *at the present time*. Remember, do not refer to family members in answering the questions.

	Yes (usually)	No (seldom)	Some- times
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1. Do your words come out the way you would like them to in conversation? \_\_\_\_\_

2. When you are asked a question that is not clear, do you ask the person to explain what he means? \_\_\_\_\_

3. When you are trying to explain something, do other persons have a tendency to put words in your mouth? \_\_\_\_\_

	Yes (usually)	No (seldom)	Some- times
4. Do you merely assume the other person knows what you are trying to say without your explaining what you really mean?	_____	_____	_____
5. Do you ever ask the other person to tell you how he feels about the point you may be trying to make?	_____	_____	_____
6. Is it difficult for you to talk with other people?	_____	_____	_____
7. In conversation, do you talk about things which are of interest to both you and the other person?	_____	_____	_____
8. Do you find it difficult to express your ideas when they differ from those around you?	_____	_____	_____
9. In conversation, do you try to put yourself in the other person's shoes?	_____	_____	_____
10. In conversation, do you have a tendency to do more talking than the other person?	_____	_____	_____
11. Are you aware of how your tone of voice may affect others?	_____	_____	_____
12. Do you refrain from saying something that you know will only hurt others or make matters worse?	_____	_____	_____
13. Is it difficult to accept constructive criticism from others?	_____	_____	_____
14. When someone has hurt your feelings, do you discuss this with him?	_____	_____	_____
15. Do you later apologize to someone whose feelings <i>you</i> may have hurt?	_____	_____	_____
16. Does it upset you a <i>great deal</i> when someone disagrees with you?	_____	_____	_____
17. Do you find it difficult to think clearly when you are angry with someone?	_____	_____	_____
18. Do you fail to disagree with others because you are afraid they will get angry?	_____	_____	_____
19. When a problem arises between you and another person, can you discuss it without getting angry?	_____	_____	_____
20. Are you satisfied with the way you settle your differences with others?	_____	_____	_____
21. Do you pout and sulk for a long time when someone upsets you?	_____	_____	_____
22. Do you become very uneasy when someone pays you a compliment?	_____	_____	_____

	Yes (usually)	No (seldom)	Some- times
23. Generally, are you able to trust other individuals?	_____	_____	_____
24. Do you find it difficult to compliment and praise others?	_____	_____	_____
25. Do you deliberately try to conceal your faults from others?	_____	_____	_____
26. Do you help others to understand you by saying how you think, feel, and believe?	_____	_____	_____
27. Is it difficult for you to confide in people?	_____	_____	_____
28. Do you have a tendency to change the subject when your feelings enter into a discussion?	_____	_____	_____
29. In conversation, do you let the other person finish talking before reacting to what he says?	_____	_____	_____
30. Do you find yourself not paying attention while in conversation with others?	_____	_____	_____
31. Do you ever try to listen for meaning when someone is talking?	_____	_____	_____
32. Do others seem to be listening when you are talking?	_____	_____	_____
33. In a discussion is it difficult for you to see things from the other person's point of view?	_____	_____	_____
34. Do you pretend you are listening to others when actually you are not?	_____	_____	_____
35. In conversation, can you tell the difference between what a person is saying and what he may be feeling?	_____	_____	_____
36. While speaking, are you aware of how others are reacting to what you are saying?	_____	_____	_____
37. Do you feel that other people wish you were a different kind of person?	_____	_____	_____
38. Do other people understand your feelings?	_____	_____	_____
39. Do others remark that you always seem to think you are right?	_____	_____	_____
40. Do you admit that you are wrong when you know that you are wrong about something?	_____	_____	_____

Total Score

# INTERPERSONAL COMMUNICATION INVENTORY SCORING KEY AND NORMS

*Instructions:* Look at how you responded to each item in the ICI. In front of the item write the appropriate weight from the table on this page. For example, if you answered "Yes" to item 1, you would find below that you get three points; write the number 3 in front of item 1 in the inventory and proceed to score item 2. When you have finished scoring each of the forty items, add up your total score. You may wish to compare your score to the norms listed below.

	Yes	No	Sometimes		Yes	No	Sometimes
1.	3	0	2	21.	0	3	1
2.	3	0	2	22.	0	3	1
3.	0	3	1	23.	3	0	2
4.	0	3	1	24.	0	3	1
5.	3	0	2	25.	0	3	1
6.	0	3	1	26.	3	0	2
7.	3	0	2	27.	0	3	1
8.	0	3	1	28.	0	3	1
9.	3	0	2	29.	3	0	2
10.	0	3	1	30.	0	3	1
11.	3	0	2	31.	3	0	2
12.	3	0	2	32.	3	0	2
13.	0	3	1	33.	0	3	1
14.	3	0	2	34.	0	3	1
15.	3	0	2	35.	3	0	2
16.	0	3	1	36.	3	0	2
17.	0	3	1	37.	0	3	1
18.	0	3	1	38.	3	0	2
19.	3	0	2	39.	0	3	1
20.	3	0	2	40.	3	0	2

## Means and Standard Deviations for the ICI

<i>Age Groups</i>	<i>Males</i>	<i>Females</i>
17-21	<i>Mean</i> 81.79 <i>S.D.</i> 21.56 <i>N.</i> 53	<i>Mean</i> 81.48 <i>S.D.</i> 20.06 <i>N.</i> 80
22-25	<i>Mean</i> 86.03 <i>S.D.</i> 14.74 <i>N.</i> 38	<i>Mean</i> 94.46 <i>S.D.</i> 11.58 <i>N.</i> 26
26 and up	<i>Mean</i> 90.73 <i>S.D.</i> 19.50 <i>N.</i> 56	<i>Mean</i> 86.93 <i>S.D.</i> 15.94 <i>N.</i> 45
All Age Groups by Sex	<i>Mean</i> 86.39 <i>S.D.</i> 19.46 <i>N.</i> 147	<i>Mean</i> 85.34 <i>S.D.</i> 16.22 <i>N.</i> 151
All Age Groups, Males and Females Combined		<i>Mean</i> 85.93 <i>S.D.</i> 19.05 <i>N.</i> 298